

I am a Verizon Wireless retail customer in Washington, D.C. I do not mind if Verizon provides priority access to some government officials, but the number should be limited, and the priority need should be real. In addition, customers should be notified of the extent to which their service will be degraded, so that they have the option to choose another carrier not participating in priority access if they wish to do so. We need our wireless phones to contact our families in emergencies. It was critical to be able to reach my child on September 11. If I am not going to be able to use the system in a serious emergency because of priority government access, I should be fully informed of that fact before I become bound to any contract to Verizon and should be released from my existing contract if my service is degraded.

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